

# VACANCY NOTICE

FOR OPPORTUNITIES IN RHODE ISLAND STATE GOVERNMENT

2003-44

CS-376  
REV(11/01)

<b>Description of Position</b>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>TITLE OF POSITION:</b> Customer Service Representative II ( DMV )</p> <p><b>SALARY RANGE:</b> 318, \$29403 - 32533</p> <p><b>Department or Agency Name</b> Administration</p> <p><b>Division/Section/Unit</b> Motor Vehicles</p> <p><b>Assignment(s) / Comments</b></p> <p><b>Shift and Days:</b> 1st ( Monday - Friday )</p> <p><b>Restrictions/Limitations:</b> LTPS 11/1/03 FOR LATERAL TRANSFERS ONLY</p> <p><b>Position Covered By Collective Bargaining Union Agreement</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p><b>Name of Bargaining Unit Union:</b> Council 94 - Local 2874</p> <p>There is* <input type="checkbox"/> is not <input checked="" type="checkbox"/> a Civil Service List for this position</p> </div> <div style="width: 45%;"> <p><b>CLASSIFICATION CODE:</b> 02458300</p> <p><b>REFERENCE POSITION NO.:</b> 2456-10000-1748</p> <p><b>APPLICATION PERIOD:</b> 9/19/03 - 9/25/03</p> <p><b>Job Location:</b> Pawtucket/ Floater</p> <p><b>See A/B or Both for Specific Instructions</b></p> </div> </div> <p><small>* NOTE: If there is a list, only laterals (employees with the same title) or individuals certified by OPA may be appointed to this position.</small></p>
<b>General Information to Candidate</b>	<p><b>INSTRUCTIONS:</b></p> <p><b>A. STATE EMPLOYEE LATERAL BIDDER:</b> Bids are now being accepted for the position(s) indicated. If you are currently in this classification and wish to bid, please complete fully the CS-14 Application Form; and RIEEO 378 Affirmative Action Card. Remember to include, either <u>on the application</u> or <u>within a cover letter</u>, both the File Position Title and Number.</p> <p><b>Most Important</b> - Please include the following information:</p> <ul style="list-style-type: none"> <li style="display: inline-block; width: 45%;">▪ The title of the position for which you are applying</li> <li style="display: inline-block; width: 45%;">▪ Name of department where you are currently employed</li> <li style="display: inline-block; width: 45%;">▪ Title of your present position and date you entered it</li> <li style="display: inline-block; width: 45%;">▪ Your business telephone number</li> <li style="display: inline-block; width: 45%;">▪ Date you entered State service</li> <li style="display: inline-block; width: 45%;">▪ Present Union Affiliations</li> </ul> <p>*** In certain agencies, bargaining union applicants will receive preferential consideration according to contract.</p> <p><b>B. NON INCUMBENT/NON STATE EMPLOYEE APPLICANT:</b></p> <p>If indicated above that <b>no civil service</b> list exists for this position, you need not be in the class of position, or be in State service to apply. All information requested on the application form must be furnished. The information you give will be used by the agency Personnel Office to determine your qualifications. If an item does not apply to you, or if there is no information to be given, write in the letters "N.A." for Not Applicable. If you fail to answer all the questions on the application form, you may delay consideration of your application.</p> <p><b>C. AMERICANS WITH DISABILITIES ACT (ADA) PROVISIONS:</b></p> <p>▪ <b>Reasonable Accommodations:</b></p> <p>If an applicant is unable to perform any essential job functions because of his/her disability but can achieve the required results by means of a REASONABLE ACCOMMODATION, then the individual shall not be considered unqualified for therefore the position.</p> <p>▪ <b>Medical Information:</b></p> <p>Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules/Regulations of the Americans with Disabilities Act (ADA).</p>
<b>Statement of Duties</b>	<p><b>DUTIES / RESPONSIBILITIES:</b></p> <p>In the main office or a branch office of the Registry of Motor Vehicles, to be responsible for reviewing and processing applications for registrations, titles, and licenses using a computerized automobile registration system; to receive taxes, fees and other monies pertaining to motor vehicle transaction, and to maintain simple records thereof; may provide assistance and authoritative information to the public with registry problems and advise the public as to the best solution to those problems; to deal with the public on an on-going basis with firmness and tact; and to do related work as required.</p>
<b>Minimum Education &amp; Experience</b>	<p><b>EDUCATION / EXPERIENCE / SPECIAL REQUIREMENTS:</b></p> <p>(A class specification describing the duties of the position and the minimum qualifications will be furnished upon request.)</p> <p><b>Education:</b> Such as may have been gained through: graduation from a senior high school and <b>Experience:</b> Such as may have been gained through: A minimum of 18 months employment as a Customer Service Representative I at the Registry of Motor Vehicles and successful completion of the Cross-Training DMV Program which includes proficiency in core tasks and main functions of the registration, title, and licensing units as evaluated by an assigned supervisor. <u>Or</u>, any combination of education and experience that shall be substantially equivalent to the above education and experience.</p>
<b>Where to Apply</b>	<p>Apply within the application period as shown on this announcement. <b>NOTE:</b> Some State union contracts allow a 3 day grace period for receipt of CS-14 application or bid. This Office does not assume responsibility for applications sent through the mail. <b>SEND RESUME or CS-14 Application to:</b></p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Charles Dolan RIDOA/ Motor Vehicles 286 Main Street Pawtucket, RI 02860</p> </div> <div style="width: 45%;"> <p><b>Telephone #:</b> 588-3000</p> <p><b>Fax #:</b> 728-0810</p> <p><b>TTY/TDD #:</b> 7-1-1</p> <p>(Telecommunication Device for the Deaf)</p> </div> </div>



**STATE OF RHODE ISLAND IS AN EQUAL OPPORTUNITY/DIVERSITY EMPLOYER**